

Mugdock House Care Home Care Home Service

Stockiemuir Road
Bearsden
Glasgow
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Telephone: 01419 316 860

Type of inspection:
Unannounced

Completed on:
25 February 2025

Service provided by:
HC-One No. 1 Limited

Service provider number:
SP2016012770

Service no:
CS2016349833

About the service

Mugdock House provides a care home service. They are registered to provide a service to a maximum of 64 older people.

Accommodation is over two floors. The Stockiemuir Suite on the ground floor mainly provides care for up to 32 people who live with dementia, whilst Craigdhu Suite on the first floor provides care for up to 32 people who mainly require general nursing care. There are two lounges and a dining room in each suite along with a cinema, salon and private dining area for people to use. The service also has a landscaped garden with a patio area which includes a playground area for visiting children.

Mugdock House is located in the residential community of Bearsden, just outside Glasgow.

At the time of the inspection there were 63 people living there.

About the inspection

This was an unannounced inspection which took place on 24 - 25 February 2025 between 09:00 and 21:30. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spent time with 15 people using the service and spoke with four of their families that were visiting. We also obtained feedback via a pre-inspection questionnaire from 17 residents and 15 families.
- spoke with 27 staff and management, along with feedback via a pre-inspection questionnaire from 16 staff.
- observed practice and daily life
- reviewed documents
- obtained feedback from three visiting professionals.

Key messages

- Mugdock House were sector leading and supported experiences for people which were of outstanding high quality.
- People living in the care home and their families were extremely happy with the care and support.
- The service had an enabling approach to support people with meaningful connections and provided excellent opportunities within the care home, local community and with their families and friends.
- People benefitted from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals.
- People living in the care home and staff benefitted from a warm atmosphere because there were good working relationships across all departments of the care home.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	6 - Excellent
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We found sector leading strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as excellent.

People experienced warmth, kindness and compassion in how they were supported and cared for. The service was excellent at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "My relative has been in the care home for over two years and has been exceptionally well cared for", whilst another felt, "My relative is well physically and mentally due to the care they receives".

People living in the care home and their families were extremely happy with the care and support. One person told us, "Top marks for everything" whilst another said, "I'm treated marvellous, here is excellent".

The atmosphere within each of the suites we spent time in was welcoming and friendly and the strong values and aims of the service were demonstrated and visible at all levels. People knew the staff team well and we witnessed strong and positive relationships, humour, fun and respectful interactions between people living there and the staff across all departments. Time was taken by care staff during personal care to promote their dignity and self esteem.

People benefitted from a whole home approach to supporting people living with dementia and/or stress and distress. All staff across the care home were provided with training around this and they knew people well. Personal plans provided detailed information that clearly valued people's personhood which guided staff in providing consistent support

The service had an enabling approach to support people with meaningful connections and provided excellent opportunities within the care home, local community and with their families and friends. A dedicated wellbeing team took time to get to know people and provided experiences and opportunities to suit each person. This included regular trips out to various museums, fish restaurants and theatres. Alongside these was a varied in-house programme of activities for people to participate in. This included daily exercises for both body and mind which enhanced people's wellbeing. Each person's birthday was celebrated with a bespoke experience either in the care home or out in the community. One person told us, "Activities are very good....I'm glad I found this care home", whilst another explained, "I can move around freely, but like to go to all the classes to keep fit". It was clear that this was sector-leading work that other services could learn from.

People benefited from comprehensive and up-to-date healthcare assessments, access to community healthcare and treatment from external healthcare professionals. One visiting professional told us "Overall a fabulous care home for a visiting professional to visit . The staff morale is high, staff all work as one big team and the care given to residents in my opinion is of a high standard. It is always a pleasure to visit Mugdock". This also gave reassurance to families. Feedback from families included, "Staff are well trained and know how to deal with any situation that arises", whilst another felt that, "My relative's mobility has improved since moving into Mugdock House".

We found there to be excellent inclusive working with residents and relatives. There were a variety of communication opportunities for people to be part of and have opportunity to drive improvements which gave a sense of belonging.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of the staff team and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships across all departments of the care home.

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment. We discussed aspects which could further support them to demonstrate that they act in accordance with the newly enacted Health and Care (staffing)(Scotland) Act 2019.

Staff were motivated, and in the main, effectively deployed. We discussed where we thought the staffing could be reviewed within Stockiemuir Suite and we felt assured that management would take this forward. All staff spoke of good team working and being very well supported by senior staff and management. Staff were confident in building positive interactions and relationships.

People living in the care home and their families were positive about the staff group. One person told us, "The staff are one team from kitchen to management they work hard and collaboratively together." Whilst another similarly said, "All of the staff perform their roles well and with consideration for residents".

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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